

*Appeals and Hearings***Table of Contents**

I.	GENERAL	3.7.I-1
A.	Purpose of Appeal Process	3.7.I-1
B.	Appeal Process Authority and Contractor Responsibilities	3.7.I-1
1.	Authority	3.7.I-1
2.	Contractor Responsibilities	3.7.I-1
C.	Providing Assistance	3.7.I-3
1.	Assistance to Appealing Parties	3.7.I-3
2.	Assistance to the TRICARE Management Activity (TMA)	3.7.I-4
D.	Reprocessing of Claims Following Issuance of Reconsideration Determinations, Formal Review Determinations and Hearing Final Decisions	3.7.I-4
E.	Quality of Contractor Reconsideration Cases	3.7.I-4
F.	Timeliness of Contractor Reconsideration Determinations	3.7.I-4
II.	GOVERNING PRINCIPLES	3.7.II-1
A.	Appealing Party	3.7.II-1
1.	Proper Appealing Party	3.7.II-1
2.	Appeals from More Than One Party	3.7.II-1
3.	Appealing Party/Representative	3.7.II-1
4.	Participating Providers	3.7.II-3
5.	Providers Denied Approval	3.7.II-4
B.	Appeal Processing Jurisdiction	3.7.II-4
1.	Jurisdiction	3.7.II-4
2.	More than One Jurisdiction	3.7.II-4
C.	Appeal Requirements	3.7.II-5
1.	Must be Filed in a Timely Manner	3.7.II-5
2.	Must Be an Appealable Issue	3.7.II-5
3.	Must be an Amount in Dispute	3.7.II-5
4.	Must be a Proper Appealing Party	3.7.II-6
5.	Must be in Writing	3.7.II-6
D.	Amount in Dispute	3.7.II-6
1.	Calculating the Amount in Dispute	3.7.II-6
2.	Combining Claims	3.7.II-7
3.	Related Claims	3.7.II-7
4.	Erroneous Payments	3.7.II-8
III.	RECONSIDERATION PROCEDURES	3.7.III-1
A.	Requirements for Requesting a Reconsideration	3.7.III-1
1.	Must be in Writing	3.7.III-1
2.	Must be Made by a Proper Appealing Party	3.7.III-1
3.	Must Include an Appealable Issue	3.7.III-1
4.	Must be Filed Timely	3.7.III-3
5.	Must State the Issue In Dispute and Include Previous Determination	3.7.III-4

Table of Contents

B.	Extension of Appeal Filing Deadline	3.7.III-4
1.	Extraordinary Circumstances are Limited to:	3.7.III-4
2.	Requests for Extension.....	3.7.III-5
C.	Receipt and Control of Appeals	3.7.III-5
1.	Date Stamp.....	3.7.III-5
2.	Control	3.7.III-5
3.	Acknowledgment of Receipt of Request for Reconsideration	3.7.III-5
4.	Timeliness Standards.....	3.7.III-5
D.	Review Procedures	3.7.III-5
1.	New Review Required	3.7.III-5
2.	Development and Documentation.....	3.7.III-6
3.	File Documentation (In Other Than Provider Termination Cases)	3.7.III-6
4.	File Documentation For A Termination Case	3.7.III-8
E.	Appeal Summary Log	3.7.III-8
F.	Notice to Appealing Party of Results of Reconsideration	3.7.III-8
1.	Statement of Issues.....	3.7.III-8
2.	Applicable Authority.....	3.7.III-8
3.	Discussion	3.7.III-9
4.	Decision.....	3.7.III-9
5.	Waiver of Liability	3.7.III-9
6.	Appeal Rights.....	3.7.III-9
G.	Effect of the Reconsideration Determination	3.7.III-11
H.	Cases Returned Without TMA Review	3.7.III-12
I.	Record of Reconsideration	3.7.III-12
J.	Contractor Participation in the Formal Review and Hearing....	3.7.III-13
IV.	APPEALS OF MEDICAL NECESSITY DETERMINATIONS	3.7.IV-1
A.	Initial Determination.....	3.7.IV-1
1.	Opportunity for Discussion of Proposed Denial Determination in Pre-Admission/Pre-Procedure and Concurrent Review Cases	3.7.IV-1
2.	Notice of Initial Denial Determination.....	3.7.IV-1
3.	Timing of the Notice	3.7.IV-2
4.	Preadmission/Preprocedure Review.....	3.7.IV-2
5.	Effect of the Initial Denial Determination.....	3.7.IV-2
B.	Contractor Reconsiderations	3.7.IV-2
1.	Right to Contractor Reconsideration.....	3.7.IV-2
2.	Request for Contractor Reconsideration	3.7.IV-3
3.	Timeframes for Reconsideration Requests	3.7.IV-3
4.	Nonexpedited Denial	3.7.IV-4
5.	Contractor Requirement to Provide Information.....	3.7.IV-4
6.	Contractor Reconsideration Proceedings.....	3.7.IV-4
C.	Reconsiderations by the NQMC	3.7.IV-6
1.	Timing of NQMC Reconsideration Determinations	3.7.IV-6
2.	Notice	3.7.IV-7
3.	Effect	3.7.IV-7

Appeals and Hearings***Table of Contents***

4.	Record	3.7.IV-8
D.	Waiver of Liability Policy	3.7.IV-8
V.	APPEAL OF FACTUAL (NON-MEDICAL NECESSITY)	
	DETERMINATIONS.....	3.7.V-1
A.	Initial Determination.....	3.7.V-1
B.	Time Limit	3.7.V-1
C.	Notice.....	3.7.V-1
D.	Record.....	3.7.V-1
E.	Examples of Factual Determinations	3.7.V-1
1.	Determinations Related to Coverage Issues.....	3.7.V-1
2.	Termination of a Provider	3.7.V-2
3.	Retrospective Determinations Related to DRG Validation	3.7.V-2
4.	Provider Status	3.7.V-2
5.	Hospice Care.....	3.7.V-3
6.	TRICARE Dental Programs	3.7.V-3
7.	Circumvention of the TRICARE DRG System	3.7.V-3
8.	Program for Persons with Disabilities (PFPWD)	3.7.V-3
9.	Foreign Claims	3.7.V-3
VI.	TMA APPEALS	3.7.VI-1
A.	Responsibilities and Procedures.....	3.7.VI-1
1.	Assistance to Beneficiaries	3.7.VI-1
2.	Assistance to TMA.....	3.7.VI-1
3.	Assistance to Incoming Contractor, NQMC, and TMA During Transition	3.7.VI-1
B.	Questions Regarding Appeals	3.7.VI-1
C.	Contractor Determinations Reversed by the Appeal Process	3.7.VI-2
VII.	GRIEVANCES.....	3.7.VII-1
Addendum A	Figures	3.7.A-1
Figure 3-7-A-1	Appointment of Representative and Authorization to Disclose Information (Non-Drug and Non-Alcohol, Non-Abortion, Non-Venereal Disease, Non-AIDS Cases)	3.7.A-1
Figure 3-7-A-2	Appointment of Representative and Authorization to Disclose Information (Drug, Alcohol, Abortion, Venereal Disease, and AIDS Cases)	3.7.A-2
Figure 3-7-A-3	Appeal Summary Log, TMA Form 607	3.7.A-3
Figure 3-7-A-4	Professional Qualifications, TMA Form 780	3.7.A-5
Figure 3-7-A-5	Letter to Proper Appealing Party when Review has been Requested by an Improper Appealing Party	3.7.A-7
Figure 3-7-A-6	TRICARE Appeals Process - Medical Necessity Denials	3.7.A-8
Figure 3-7-A-7	TRICARE Appeals Process - Factual Determinations	3.7.A-9

